



Accessibility Policy for Optometry Examining Board of Canada (OEBC)

The purpose of this policy is to govern OEBC's compliance with accessibility standards in the Accessibility for Ontarians with Disabilities Act (AODA) and to give guidance to enable OEBC to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, under the AODA.

The policy is intended to benefit persons with disabilities as "disability" is defined in the Ontario Human Rights Code and the AODA. Whether or not a disability is apparent, everyone should be treated with courtesy and respect.

This policy applies to all persons who deal with members of the public or other third parties in Ontario on behalf of OEBC, which may include: directors, managers, staff, volunteers and temporary employees.

OEBC is committed to facilitating accessibility and strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities.

Training

"Obligated organizations are responsible for ensuring that the services provided by non-employees on their behalf follow the rules of the standard and may need to ensure these individuals are trained." (AODA Handbook, p. 18).

As per the customer service standards, every provider of goods or services with at least one employee in Ontario shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: anyone (employee, volunteer or otherwise) who deals with the public or other third parties in Ontario on behalf of OEBC and anyone who helps OEBC develop policies and procedures about providing our goods and services to the public or third parties in Ontario.

OEBC is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other (e.g. temporary) staff.

Training documentation will be maintained at the OEBC office as follows: a summary of the training content, when the training was provided and who received it.

Information and communications

OEBC is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency information. OEBC will consult with people with disabilities to determine their information and communication needs.

Employment

OEBC will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide



customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

OEBC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. For OEBC, public spaces may include:

- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Feedback about the delivery of services to persons with disabilities is welcomed. OEBC will make best efforts to provide a response in the same format in which the feedback was received and respond to feedback as soon as possible. The Chief Executive Officer or designate will respond to feedback within 10 (ten) business days.

Feedback can be provided by email, phone or letter:

Email: exams@oebc.ca

Phone: (905) 642 1373

Mail: 403-37 Sandiford Drive, Stouffville Ontario L4A 3Z2